

**CONFIDENTIAL**CSB-M79-033  
3 April 1979

## MEMORANDUM FOR THE RECORD

DDO Registry

File *Communication*

4/11

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SUBJECT: Comments made by Mr. John McMahon to Mr. Don Wortman  
on 2 April 1979 ☐1. This memorandum is in response to the comments made  
by Mr. McMahon to Mr. Wortman on 2 April. ☐2. It is believed that Mr. McMahon was referring to a  
request from the DDO Registry for a copy of a priority, section,  
incoming message on 28 March that was not delivered to the DDO  
until the morning of 29 March. For reasons that we have been  
unable to determine, the message was not delivered in accordance  
with established procedures for precedence messages. It  
should have been tubed during the afternoon of 28 March.  
However, the C/NE/DDO did have the advanced hard copy. ☐3. Delays associated with the handling of routine traffic  
have increased since the inception of CDS in December 1977  
as a result of the 63% increase in narrative traffic. As  
traffic increases from the beginning to the end of the week,  
the throughput of CDS (messages per hour) is exceeded.  
This necessitates holding traffic in the Message Automated  
Switch (MAX) until CDS can accommodate it. The processing  
time for staff messages in MAX and CDS varies from minutes on  
Monday to approximately three hours on Friday. For non-Agency  
messages the processing times are from minutes to approximately  
16 hours. ☐4. Future enhancements to CDS, which should be available  
in early summer 1979, will double the throughput and provide  
cable analysts with faster access to traffic. This will speed  
up analytical processing and eliminate holding traffic in the  
MAX system and should make traffic available sooner for repro-  
duction and ultimate dissemination to customers. ☐5. A further delay is experienced in the reproduction  
and mail unit. Routine Agency traffic handling times vary  
from approximately four hours on Monday to 16 hours on Friday.**CONFIDENTIAL**

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SUBJECT: Comments made by Mr. John McMahon to Mr. Don Wortman  
on 2 April 1979 ☐

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Routine non-Agency traffic handling times vary from 16 to 24 hours. This delay has resulted from the sheer volume of traffic. In addition, the number of copies has increased in the past year from  per month. This increase is primarily due to the assumption of responsibility for dissemination of Special Compartmented Information cables in March 1978. ☐

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6. Steps currently being taken to expedite the handling of traffic are to increase clerical hiring, utilize TCS graduates awaiting assignment and increase the number of work stations. The small number of additional personnel (seven full-time and four part-time) has only permitted us to keep pace with the current volume of  messages per day. Prior to the APARS being installed, we are working with NFAC and ODP in an attempt to utilize high-speed printers in the Cable Secretariat to improve the service to all Agency components. In addition, increasing the number of lines per page (eight lines per inch vice six lines per inch) will reduce the number of multi-page cables from 25% to 15%. These actions will permit the redirection of clericals from stapling multi-page cables to sorting and slotting. ☐

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7. After an agreed plan to utilize high-speed printers in the Cable Secretariat to improve service has been implemented and the CDS enhancements have doubled the throughput, it is anticipated that the total processing time for Agency traffic should not exceed eight hours on Friday; a reduction of 11 hours. Also, total processing time for non-Agency traffic should not exceed ten hours on Friday; a reduction of 30 hours. If the high-speed printers are not located in the Cable Secretariat to process traffic for all Agency distribution points, or are used only for the 40 NFAC current analyst distribution points, there will be no reduction in the reproduction and mail unit processing times as listed in paragraph 5. It should be noted that if the decision is made to locate the high-speed printers in Cable Secretariat that there will be some small delay in getting the final hard copy product to NFAC. This small delay would be tube/courier time. Early approval and funding for APARS will provide the eventual solution to the reproduction and sorting difficulties which the above interim efforts are designed to alleviate. ☐

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